Cousineau, Melanie

From: Phan, Galaxy
Sent: October 23, 2019 04:26 PM
To: Azulay, Rochelle; Bowen, Pam; Caiger, Neill; Coulombe, Chantal; Dear, Donna; Dorosario, Victoria; Firth, Heidie; Gallant, Lorelle; Goneau, Serge; Iannaccio, Donato; Kavaner, Tim; Laine, Kerry; Levy, Heather; Low, Trea; Martin, Geoffrey; McGuire, Denise; McIntosh, Gavin; Meneilley, Dean; Moore, Jo-Ann; Moulton, Tracy; Murray, DavidT; Ouellette, Kyla; Redwood, Edwina; Sanson, Louis; Sauvé, Mike; Shedden, Jeffrey; Tak, Satvir; Toulouse, Tom; Tremblay, Robert; Veltkamp, Saskia; Watson, Greg; Xavier, Roy
Subject: FW: Lookout dashboards: FY 2019-20 Q1 / Les tableaux de bord d'avis de surveillance : 2019-20 T1

Follow Up Flag: Follow up
Flag Status: Completed

Hi all,

Please see the Q1 lookout dashboards below which were sent to the RDGs and DGs from relevant HQ areas. I&E Directors were also included.

Relevant HQ areas include I&E, Traveller Programs, Traveller Ops, International Region and NBOC/NTC.

I will work with the Border Operations Directorate mailbox team to share the dashboards with the Regional District Directors responsible for the Traveller POEs.

Thanks,
Galaxy

From: Rocheleau, Lisa <Lisa.Rocheleau@cbsa-asfc.gc.ca> **On Behalf Of** Zafar, Aiesha
Sent: October 23, 2019 4:04 PM
To: Johnston, Jag <Jag.Johnston@cbsa-asfc.gc.ca>; Spicer, Sharon <Sharon.Spicer@cbsa-asfc.gc.ca>; Remington, Rachel <Rachel.Remington@cbsa-asfc.gc.ca>; Herage, Alyssa <Alyssa.Herage@cbsa-asfc.gc.ca>; Dakalbab, Talal <Talal.Dakalbab@cbsa-asfc.gc.ca>; Maisonneuve, Mélanie <Melanie.Maisonneuve@cbsa-asfc.gc.ca>; Porrior, Paul <Paul.Porrior@cbsa-asfc.gc.ca>; Davidson, Jeff <Jeff.Davidson@cbsa-asfc.gc.ca>; Lawrence, Andrew <Andrew.Lawrence@cbsa-asfc.gc.ca>; Lamarche, Lynne <Lynne.Lamarche@cbsa-asfc.gc.ca>; Matrisciano, Giovanni <Giovanni.Matrisciano@cbsa-asfc.gc.ca>; Towaij, Marc <Marc.Towaij@cbsa-asfc.gc.ca>; Shedden, Jeffrey <Jeffrey.Shedden@cbsa-asfc.gc.ca>; Brown, Dale <Dale.Brown@cbsa-asfc.gc.ca>; Moledina-Visanji, Shelly <Shelly.Moledina-Visanji@cbsa-asfc.gc.ca>; MacVicar, Roslyn <Roslyn.MacVicar@cbsa-asfc.gc.ca>; Gray, Yvette-Monique <Yvette-Monique.Gray@cbsa-asfc.gc.ca>; Wozny, Brad <Brad.Wozny@cbsa-asfc.gc.ca>; Hoag, Shawn <Shawn.Hoag@cbsa-asfc.gc.ca>; Chenier, Stephanie <Stephanie.Chenier@cbsa-asfc.gc.ca>; Durocher, Christine <Christine.Durocher@cbsa-asfc.gc.ca>; Robertson, Linda <Linda.Robertson@cbsa-asfc.gc.ca>; Janes, Lisa CBSA-ASFC <Lisa.Janes@cbsa-asfc.gc.ca>; Beauséjour, Annie <Annie.Beausejour@cbsa-asfc.gc.ca>; Deschamps, Josée <Josee.Deschamps@cbsa-asfc.gc.ca>; Lorenz, Christian <Christian.Lorenz@cbsa-asfc.gc.ca>; Mallette, Dominic <Dominic.Mallette@cbsa-asfc.gc.ca>; Peters, Jeryn <Jeryn.Peters@cbsa-asfc.gc.ca>; Guida, Anna <Anna.Guida@cbsa-asfc.gc.ca>; Badour, Dan <Dan.Badour@cbsa-asfc.gc.ca>; Patel, Nina <Nina.Patel@cbsa-asfc.gc.ca>
Cc: Lawless, Lynn <Lynn.Lawless@cbsa-asfc.gc.ca>; Levac, Eric <Eric.Levac@cbsa-asfc.gc.ca>; Chow, Mei-Lin <Mei-Lin.Chow@cbsa-asfc.gc.ca>; Rocheleau, Lisa <Lisa.Rocheleau@cbsa-asfc.gc.ca>; Zafar, Aiesha <Aiesha.Zafar@cbsa-asfc.gc.ca>; Phan, Galaxy <Galaxy.Phan@cbsa-asfc.gc.ca>; Staples, Laura <Laura.Staples@cbsa-asfc.gc.ca>; Batten, Bonita <Bonita.Batten@cbsa-asfc.gc.ca>; Meniai, Khalid

<Khalid.Meniai@cbsa-asfc.gc.ca>; Martin, Lisette <Lisette.Martin@cbsa-asfc.gc.ca>; Wong, Amy - EIOD <Amy.Wong3@cbsa-asfc.gc.ca>; Crosbie, Dale <Dale.Crosbie@cbsa-asfc.gc.ca>; Ferrari, Alicia <Alicia.Ferrari@cbsa-asfc.gc.ca>; Rebenque, Bonibelle <Bonibelle.Rebenque@cbsa-asfc.gc.ca>; Sidhu, Sonia <Sonia.Sidhu@cbsa-asfc.gc.ca>; Fifield, William <William.Fifield@cbsa-asfc.gc.ca>; Sauvé, Vicky (CBSA HQ) <Vicky.Sauve@cbsa-asfc.gc.ca>; Bachand-Odell, Vinson <Vinson.Bachand-Odell@cbsa-asfc.gc.ca>; Valentine-Gupta, Marianne <Marianne.Valentine-Gupta@cbsa-asfc.gc.ca>; Allman, Jason <Jason.Allman@cbsa-asfc.gc.ca>
Subject: Lookout dashboards: FY 2019-20 Q1 / Les tableaux de bord d'avis de surveillance : 2019-20 T1

Good afternoon,

Please see the following lookout dashboards for all regions and applicable HQ teams. They provide a national overview of lookout performance as it relates to lookout issuers and POEs.

Lookout Dashboards FY 2019-20 Q1 EN
Lookout Dashboards FY 2019-20 Q1 FR

If you have any questions, please contact the Intelligence Program Unit at

Thank you,
Aiesha Zafar, A/Director General
Intelligence and Enforcement Branch (IEB)
Canada Border Services Agency / Government of Canada

Bonjour,

Veuillez examiner les tableaux de bord d'avis de surveillance ci-dessous pour toutes les régions et les équipes d'AC concernées. Ils fournissent un aperçu national de la performance des avis de surveillance en ce qui a trait aux émetteurs des avis de surveillance et aux PDE.

Lookout Dashboards FY 2019-20 Q1 EN
Lookout Dashboards FY 2019-20 Q1 FR

Si vous avez des questions, s'il vous plaît contacter l'Unité des programmes du renseignement (UPR) à

Merci,

Aiesha Zafar, Directrice générale par intérim
Direction générale du renseignement et de l'exécution de la loi (DGREL)
Agence des services frontaliers du Canada / Gouvernement du Canada

Cousineau, Melanie

From: Gervais, Veronique
Sent: January 21, 2020 01:53 PM
To: Bean, Jeff; Mourad, Rachelle; Sauvé, Mike; Kelly, Lauren; Watson, Greg; Caiger, Neill; Boissonneault, Tammy; White, Joanie; Nause, Arthur; Prémont, Jean-Christian; Mannan, Laraib; Czank, Edward
Subject: FW: Removals call Notes- January 21, 2020

Attempt number two...

Véronique Gervais
Tel.: 613-948-0579

From: Gervais, Veronique
Sent: January 21, 2020 1:28 PM
To: Bean, Jeff <Jeff.Bean@cbsa-asfc.gc.ca>; Mourad, Rachelle <Rachelle.Mourad@cbsa-asfc.gc.ca>; Sauvé, Mike <Mike.Sauve@cbsa-asfc.gc.ca>; Kelly, Lauren <Lauren.Kelly@cbsa-asfc.gc.ca>; Watson, Greg <Greg.Watson@cbsa-asfc.gc.ca>; Caiger, Neill <Neill.Caiger@cbsa-asfc.gc.ca>; Boissonneault, Tammy <Tammy.Boissonneault@cbsa-asfc.gc.ca>; White, Joanie <Joanie.White@cbsa-asfc.gc.ca>; Nause, Arthur <Arthur.Nause@cbsa-asfc.gc.ca>; Prémont, Jean-Christian <Jean-Christian.Premont@cbsa-asfc.gc.ca>; Mannan, Laraib <Laraib.Mannan@cbsa-asfc.gc.ca>; Czank, Edward <Edward.Czank@cbsa-asfc.gc.ca>
Subject: Removals call Notes- January 21, 2020

Please see in yellow an item that could have an impact on the Network

Region	Comments
HQ	• 8173 removals to date • 13% are security and criminal cases • 105/week average • 274 removals for 7 days • Last year 6676 (970 criminal and security) • Sent out to region the illegal immigrant list, the Pakistan and Nigeria ready to remove lists – Removal OPS are looking for new cases • • • Gentle reminder for region to send E numbers for nominees for online courses to have access online • HQ Dashboard of removals stats are ready to go • NOR and SOR's numbers are down, discrepancies between the numbers received from region and final numbers. NOR- the reporting office for the removal case changed from NOR to another office outside of NOR – explaining the discrepancy • 62 new FTEs – anybody got confirmation? No yet
GTA	• Released removal to Iran, lost Ukrainian routing because of current events. What would be the preferred route? Very few removals to Iran, no other regions have an answer.

Prairies	• 640 removals to date • Forecast 638 removals (70% of objective) • Possibility to fire up a project in February to increase removals – stay tuned • Budget allocations for next year? Will talk to Rick – HQ will look into it
Pacific	• 32 removals last week • 3 new FB03 • Building removals inventory

Véronique Gervais

Agente principale des programmes, Division des opérations internationales
Agence des services frontaliers du Canada / Gouvernement du Canada
Veronique.Gervais@cbsa-asfc.gc.ca / Tél.: 613-948-0579

Senior Program Officer, International Operations Division
Canada Border Services Agency / Government of Canada
Veronique.Gervais@cbsa-asfc.gc.ca / Tel.: 613-948-0579

Cousineau, Melanie

From: Caiger, Neill
Sent: December 4, 2019 03:49 PM
To: INS / SRI (CBSA/ASFC)
Subject: FYA: ICES Lookouts Compliance Report 2019-11 (NOVEMBER)

Follow Up Flag: Follow up
Flag Status: Completed

Hello, LOs (Bcc'd)

As part of the monthly ICES Lookout compliance review, we have reviewed 11 ICES lookouts from November. Please check the lookouts belonging to you and make note of any non-compliance (per the October SOPs) and <u>if the lookout is still active, pls make necessary changes:</u>

The following are notes and suggestions for your lookouts, based on recent SOPs that were sent out. Active lookouts with non-compliance should be amended if possible (or applicable -if they have expired, then no changes needed): Also -if somehow I've missed seeing a corresponding IMS file when I've noted there isn't one, pls ignore.

Please note –like for October, 10 of the 11 Lookouts that were non-compliant were only so because of missing the "International Ops" part of your **contact instructions** (see below) , and / or they are **missing an IMS file** (even if it was only for a 2-day lookout, they are still mandatory per guidelines sent out in October). From the SOPs:

Instructions are complete and up to date
Is the narrative complete? The following paragraph must be included:
If encountered, please contact the CBSA Liaison Officer ***insert mission name*** *at* ***011 full international telephone number****, or International Operations: between 0800-1600 EST. If the circumstances require contact with the Liaison Officer after-hours, please consult with your supervisor.*

Supporting documentation in the appropriate system
Is there an IMS case? **The Liaison Officer should create one if one does not already exist for the subject**. If an IMS case already exists, the Liaison Officer should add notes. This is a mandatory requirement as a result of past Auditor General findings and recommendations. Please note that Category 3 lookouts do NOT require IMS files.
As per para. 3.9 of the Lookout SOP, the IMS file would be "used to manage supporting and substantiating information for the purpose of ensuring continuity and integrity of all lookouts, including but not limited to, the rationale for issuance, justification for an officer safety caution (or its removal), a chronology of events related to the file (e.g., results of encounters), and details of the lookout's expiry or cancellation."

Lookouts:

Canada Border Services Agency | Agence des services frontaliers du Canada



Lookout Performance Dashboards

FY 2019-20 Q1

Protected B



Intelligence Program Unit (IPU)
Intelligence and Enforcement Branch

PROTECTION • SERVICE • INTEGRITY





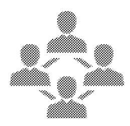
Q1 Highlights

Region	# of Lookouts Intercepted at PIL	Secondary Interception Rates	Acquittal Rates	Lookout Quality Compliance Rates
GTA	805	99.63 %	93.91%	100%
SOR	784	97.96%	97.96%	89.16%
QUE	703	100%	92.18%	79.31%
PAC	589	97.96%	97.96%	97.78%
PRA	332	99.70%	96.99%	66.67%
NOR	192	94.79%	94.79%	100%
ATL	104	98.08%	95.19%	95.24%
IOAD	N/A*	N/A*	N/A*	94.44%
NTC-TTI	N/A*	N/A*	N/A*	95.56%
International (Intl) Region	N/A*	N/A*	N/A*	34.21%

HIGH PERFORMANCE DRIVERS



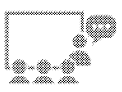
Good guidance & management support



Strong communication



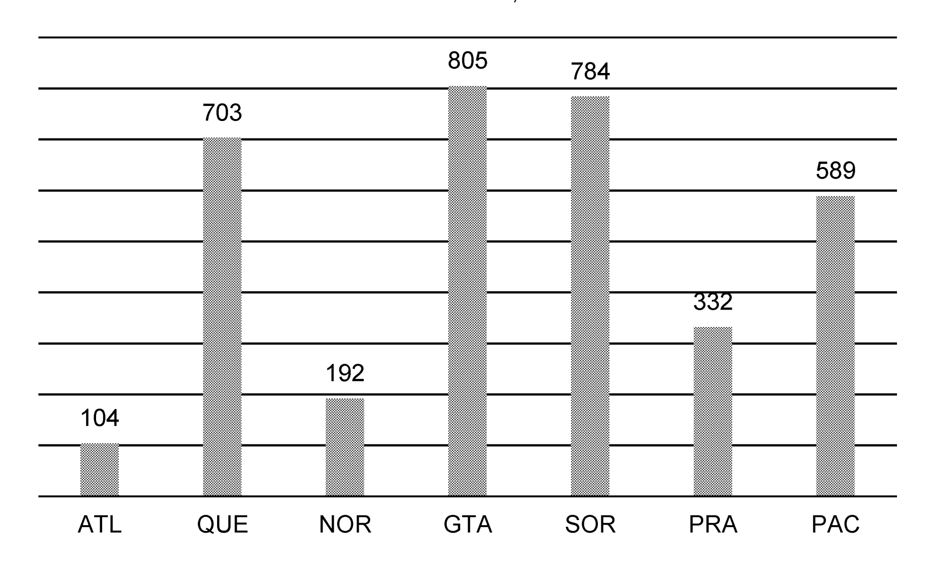
Good collaboration between Intel and POEs

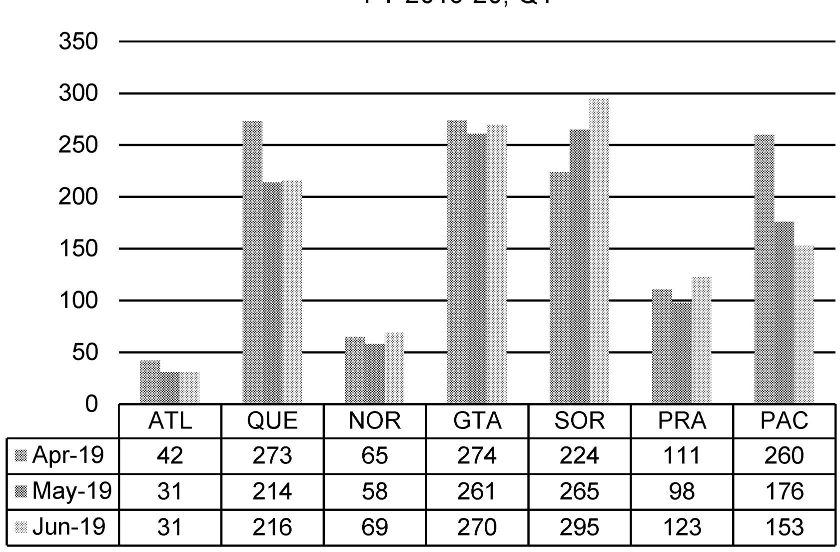


Training



Lookout Primary Interception



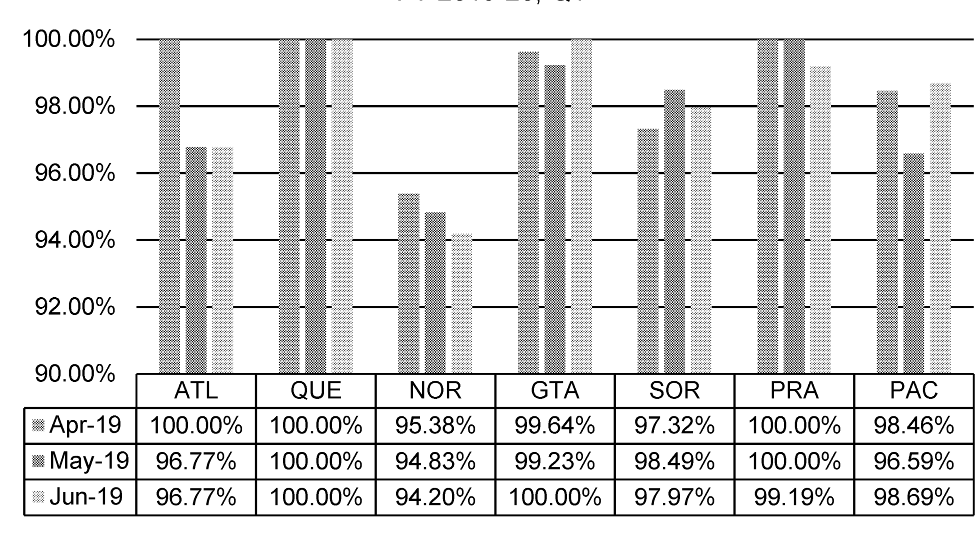


	ATL	QUE	NOR	GTA	SOR	PRA	PAC
Apr-19	42	273	65	274	224	111	260
May-19	31	214	58	261	265	98	176
Jun-19	31	216	69	270	295	123	153

Number of lookouts intercepted at PIL does not include false lookout matches.



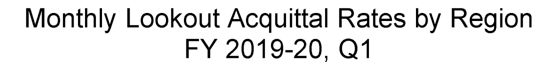
Lookout Secondary Interception

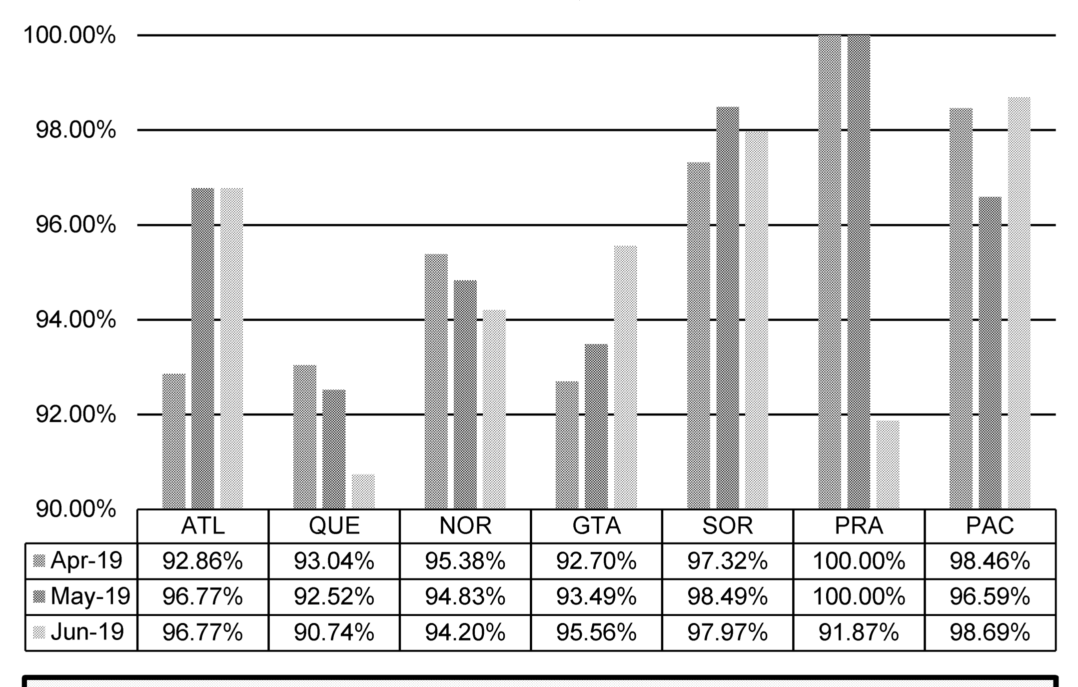


	ATL	QUE	NOR	GTA	SOR	PRA	PAC
Apr-19	100.00%	100.00%	95.38%	99.64%	97.32%	100.00%	98.46%
May-19	96.77%	100.00%	94.83%	99.23%	98.49%	100.00%	96.59%
Jun-19	96.77%	100.00%	94.20%	100.00%	97.97%	99.19%	98.69%



Lookout Acquittal





	ATL	QUE	NOR	GTA	SOR	PRA	PAC
Apr-19	92.86%	93.04%	95.38%	92.70%	97.32%	100.00%	98.46%
May-19	96.77%	92.52%	94.83%	93.49%	98.49%	100.00%	96.59%
Jun-19	96.77%	90.74%	94.20%	95.56%	97.97%	91.87%	98.69%

Monthly Lookout Acquittal Rate Trends: FY 2019-20, Q1

Acquittal Rate Range	Region
Consistently 100%	------
Consistently +95%	SOR, PAC
Mostly +95%	ATL, PRA
94% to 95%	NOR
92% to 96%	GTA
90% to 93%	QUE

Consistently high acquittal rates attributed to clear guidance, training, communication, management support and collaboration between Intel teams and POEs.

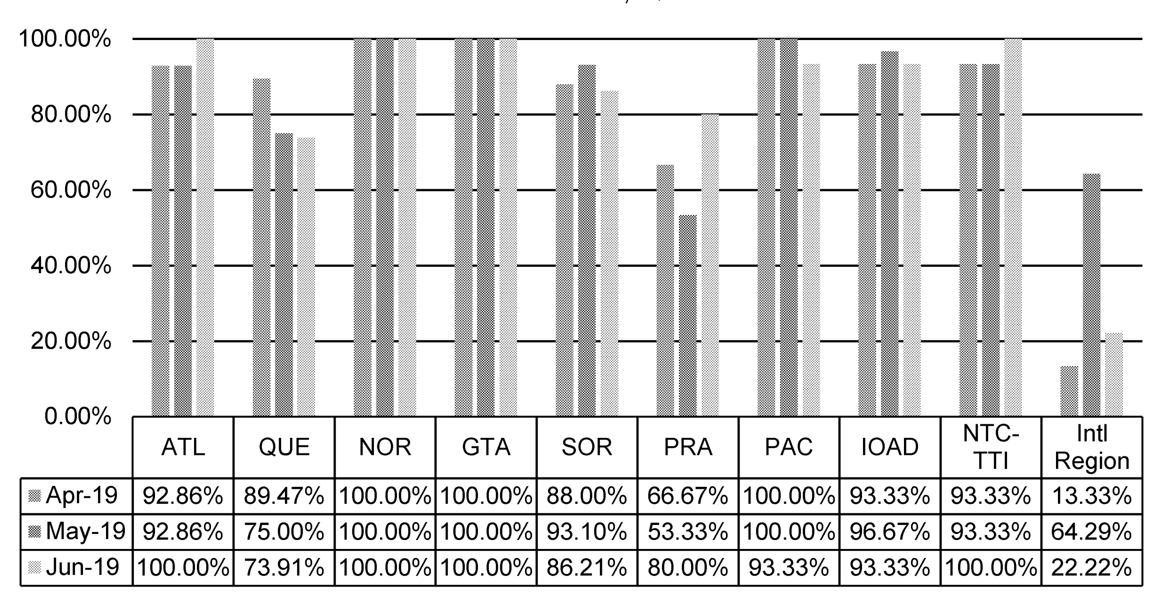
Lookout acquittal = BSO's lookout exam results have been entered in ICES

Lookout acquittal rates depend on BSOs' entry of **timely** and **quality** exam results in ICES.

Lookout issuers are responsible for the **quality** of lookouts issued.



Lookout Quality Compliance



	ATL	QUE	NOR	GTA	SOR	PRA	PAC	IOAD	NTC-TTI	Intl Region
Apr-19	92.86%	89.47%	100.00%	100.00%	88.00%	66.67%	100.00%	93.33%	93.33%	13.33%
May-19	92.86%	75.00%	100.00%	100.00%	93.10%	53.33%	100.00%	96.67%	93.33%	64.29%
Jun-19	100.00%	73.91%	100.00%	100.00%	86.21%	80.00%	93.33%	93.33%	100.00%	22.22%

Intl Region = International Operations Division and Liaison Officers.

Each month, a sample number of lookouts are reviewed to assess their compliance with the lookout quality criteria.

Lookout issuers are responsible for:

- The quality of their lookouts which affect BSOs' examinations
- reviewing exam results after their lookouts are intercepted, and updating or expiring their lookouts as needed
- updating their supporting lookout files as needed

For more info on lookout quality reviews, see the Lookout Policy and p. 34 of the Lookout SOP.

Monthly Lookout Quality Compliance Rate Trends: FY 2019-20, Q1

Compliance Rate Range	Region
Consistently 100%	NOR, GTA
93% to 100%	PAC, NTC-TTI
93% to 96%	IOAD
92% to 100%	ATL
86% to 93%	SOR
80% to 100%	GTA
73% to 89%	QUE
53% to 80%	PRA
13% to 64%	Intl Region

Notes

1. Regions/HQ teams reviewed 15-32 lookouts per month. Exception is Intl Region which reviewed less than 10 lookouts/month because it has less lookouts available for review.

2. Ratio of fully compliant lookouts to lookouts reviewed can disproportionately affect compliance rates.



Contact Us

Please send any questions, comments or suggestions to IPU at

Agence des services frontaliers du Canada / Canada Border Services Agency



Tableau de bord d'avis de surveillance (AS)

2019-20, T1

Protégé B

Unité du programme du renseignement
Direction générale du renseignement et de l'exécution de la loi



PROTECTION • SERVICE • INTÉGRITÉ





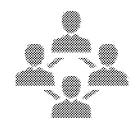
Faits saillants des AS : Q1

Région	# d'AS interceptés au LIP	Taux d'interception au secondaire	Taux d'acquittement	Taux de conformité de qualité d'AS
RGT	805	99.63 %	93.91%	100%
RSO	784	97.96%	97.96%	89.16%
QUE	703	100%	92.18%	79.31%
PAC	589	97.96%	97.96%	97.78%
PRA	332	99.70%	96.99%	66.67%
RNO	192	94.79%	94.79%	100%
ATL	104	98.08%	95.19%	95.24%
DOAR	N/A*	N/A*	N/A*	94.44%
CNC-URACV	N/A*	N/A*	N/A*	95.56%
Région Internationale (Intl)	N/A*	N/A*	N/A*	34.21%

FACTEURS DE HAUTE PERFORMANCE



La bonne direction et le soutien de la gestion



La communication forte



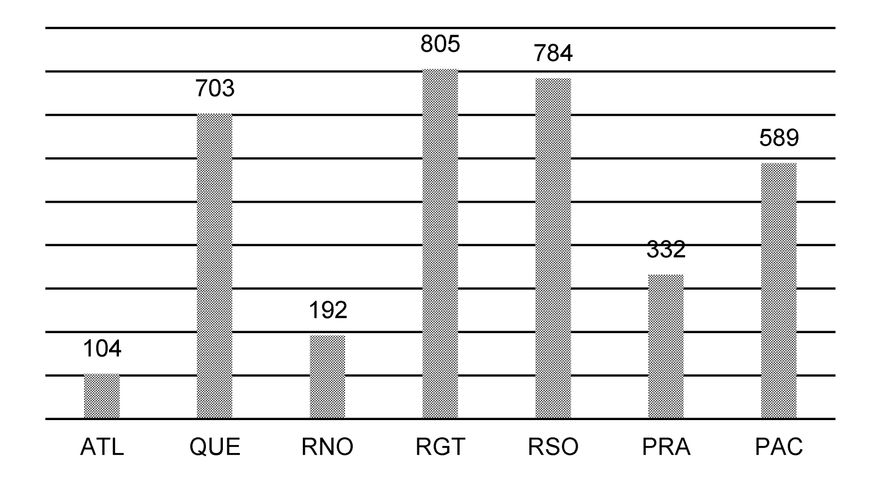
La bonne collaboration entre les équipes du renseignement et les PDE

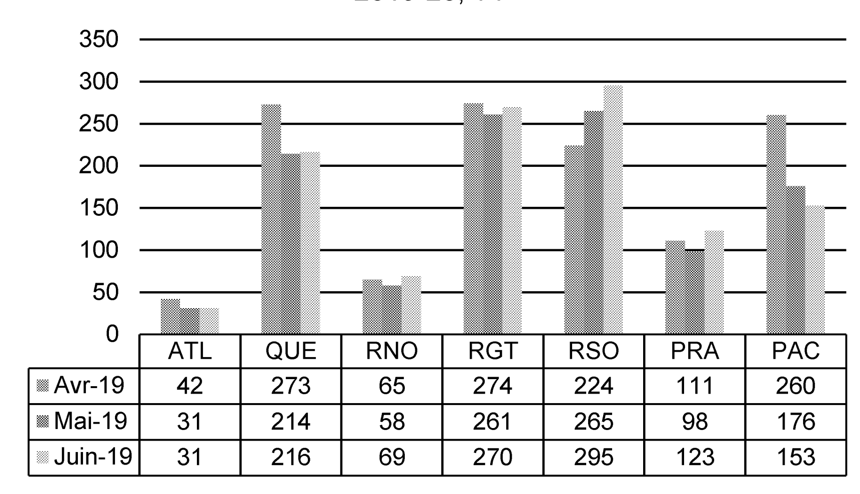


La formation



Interception d'AS au primaire



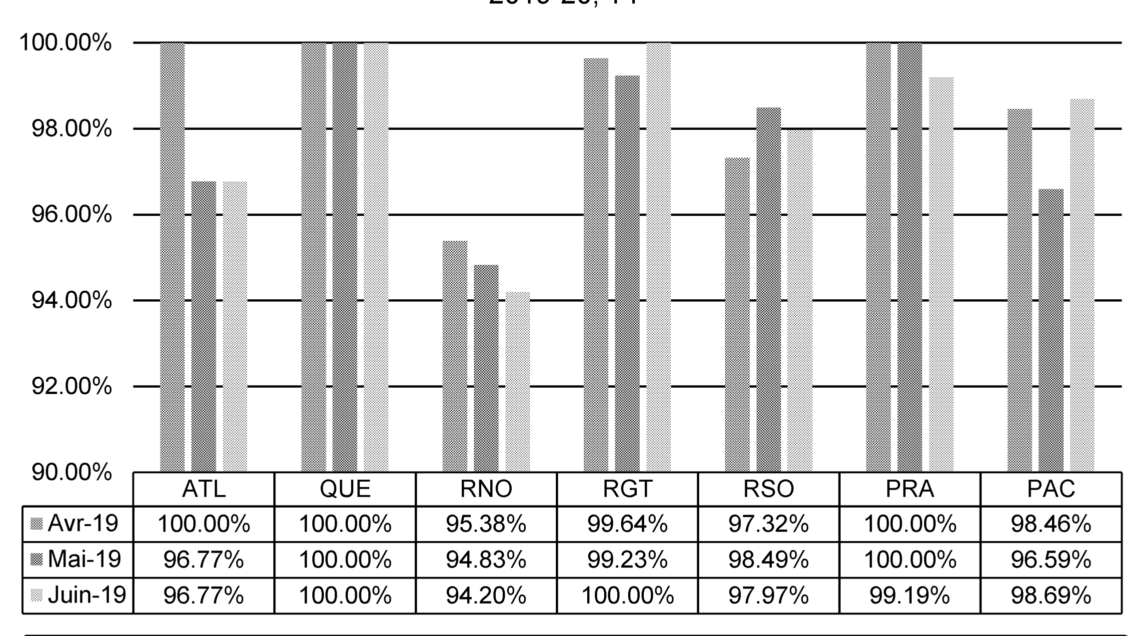


	ATL	QUE	RNO	RGT	RSO	PRA	PAC
Avr-19	42	273	65	274	224	111	260
Mai-19	31	214	58	261	265	98	176
Juin-19	31	216	69	270	295	123	153

Le nombre d'AS qui ont été intercepté au primaire n'inclue pas les correspondances fausses.



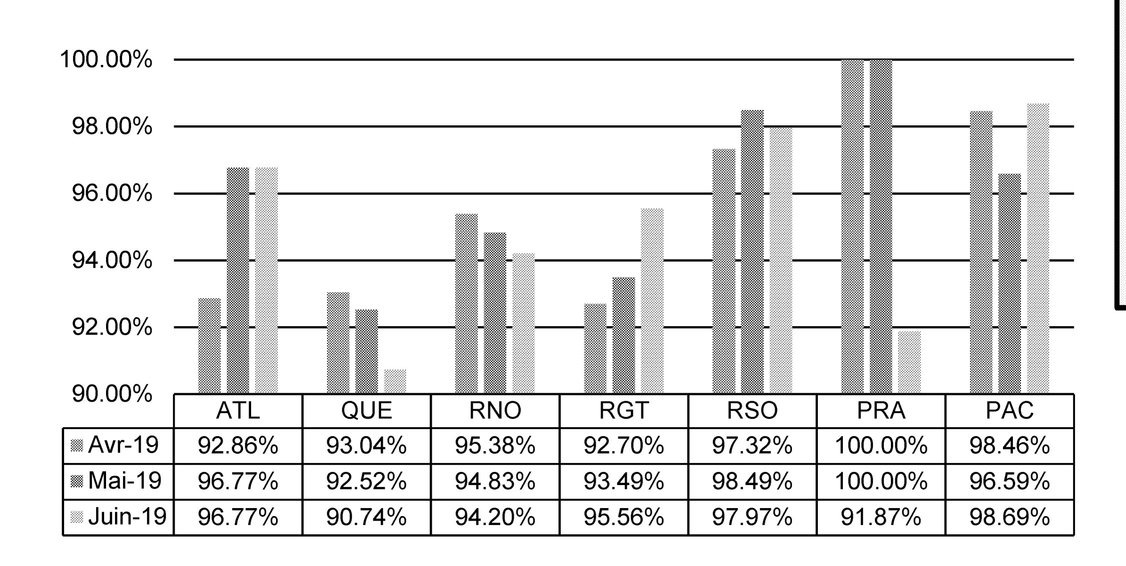
Interception d'AS au secondaire



	ATL	QUE	RNO	RGT	RSO	PRA	PAC
Avr-19	100.00%	100.00%	95.38%	99.64%	97.32%	100.00%	98.46%
Mai-19	96.77%	100.00%	94.83%	99.23%	98.49%	100.00%	96.59%
Juin-19	96.77%	100.00%	94.20%	100.00%	97.97%	99.19%	98.69%



Acquittement d’AS



	ATL	QUE	RNO	RGT	RSO	PRA	PAC
Avr-19	92.86%	93.04%	95.38%	92.70%	97.32%	100.00%	98.46%
Mai-19	96.77%	92.52%	94.83%	93.49%	98.49%	100.00%	96.59%
Juin-19	96.77%	90.74%	94.20%	95.56%	97.97%	91.87%	98.69%

Acquittement d’AS = les résultats d’examen ont été entrés dans le SIED.

Les taux d’aquittement d’AS dépendent des résultats d’examen entrés dans le SIED par les ASF **en temps opportun** et **de haute qualité**.

Les émetteurs d‘AS sont responsables de la **qualité** des AS émis.

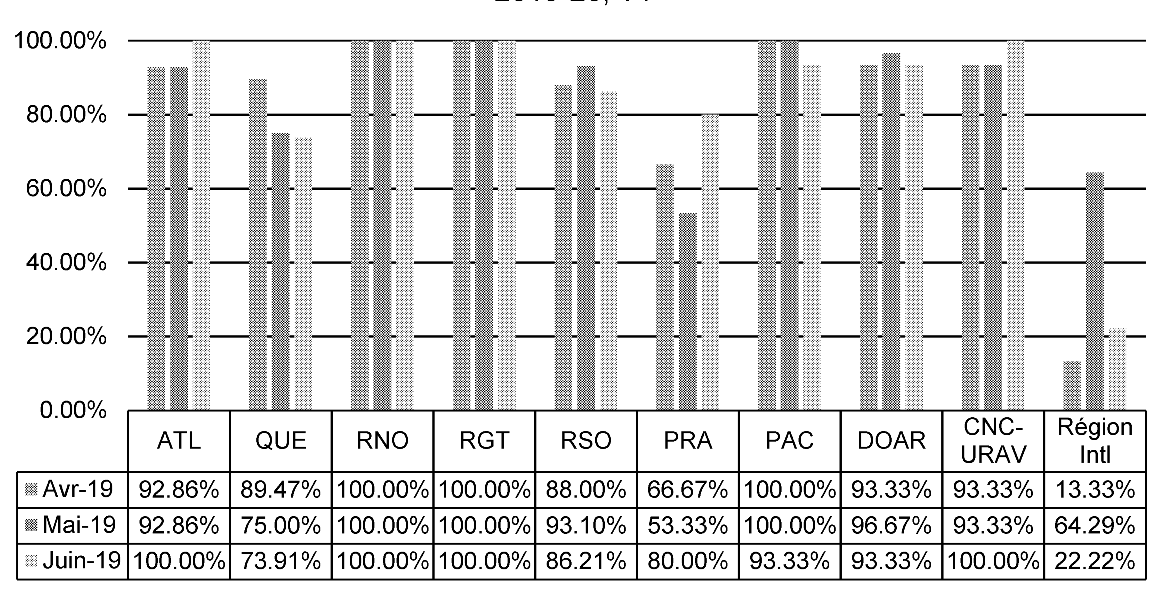
Tendances des taux mensuels d’acquittement d’AS : 2019-20, T1

Gamme de taux d’acquittement	Région
Constamment 100%	------
Constamment +95%	RSO, PAC
Principalement +95%	ATL, PRA
94% to 95%	RNO
92% to 95%	RGT
90% to 93%	QUE

Les taux d'acquittement constamment élevés sont attribuables à une bonne collaboration entre les équipes du renseignement et les PDE, ainsi qu‘à une bonne direction, la formation, la communication, et l’engagement et le soutien de la gestion.



Conformité de qualité d’AS



	ATL	QUE	RNO	RGT	RSO	PRA	PAC	DOAR	CNC-URAV	Région Intl
Avr-19	92.86%	89.47%	100.00%	100.00%	88.00%	66.67%	100.00%	93.33%	93.33%	13.33%
Mai-19	92.86%	75.00%	100.00%	100.00%	93.10%	53.33%	100.00%	96.67%	93.33%	64.29%
Juin-19	100.00%	73.91%	100.00%	100.00%	86.21%	80.00%	93.33%	93.33%	100.00%	22.22%

Tendances des taux mensuels de conformité de qualité d’AS : 2019-20, T1

Gamme de taux de conformité	Région / équipe d’AC
Constamment100%	RNO
93% to 100%	PAC, CNC-URAV
93% to 96%	DOAR
92% to 100%	ATL
86% to 93%	RSO
80% to 100%	RGT
73% to 89%	QUE
53% to 80%	PRA
13% to 64%	Région Intl

Région Intl = Section du réseau international (SRI) - Opérations et les agents de liaison.

Chaque mois, un numero échantillon des AS sont examinés afin d'évaluer leur conformité avec les critères de qualité d’AS.

Les émetteurs d’AS sont responsables:

- de la qualité de leurs AS qui affectent les examens des ASF
- d’examiner les résultats des examens après l'interception de leurs AS ont eu lieu et mettre à jour ou expirer leurs AS au besoin
- mettre à jour leurs dossiers d’AS au besoin

Pour plus de renseignments sur les examens de la qualité des AS, voir la Politique sur les AS et page 36 des PNE sur les AS.

Notes

1. Les régions / équipes d’AC ont examiné 15 à 32 AS par mois. L'exception est la Région Intl qui a examiné moins de 10 AS par mois, car elle dispose moins des avis de surveillance à examiner.

2. Le rapport entre le nombre d’AS de conformité de qualité et les AS examinés peuvent toucher de manière disproportionnée les taux de conformité.



Contactez-nous

SVP envoyer des questions, commentaires ou suggestions à l'UPR à